



**THE FACTOR THAT INFLUENCES EMPLOYEES  
JOB SATISFACTION: AN EXAMINATION  
OF EMPLOYEES AT PERMODALAN  
NASIONAL BERHAD, KUALA LUMPUR**

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**LETTER OF TRANSMITTAL**

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Dear Puan,

**SUBMISSION OF PROJECT PAPER (BM 223)**

Attached is the project paper titled “The Factor That Influences Employees Job Satisfaction: An ExaminationOf Employees At Permodalan Nasional Berhad, Kuala Lumpur to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

KAMARULELIAYANA KAMARUDIN  
(2007281856)

**DECLARATION OF ORIGINAL WORK**

BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS (HUMAN RESOURCE)

FACULTY OF BUSINESS MANAGEMENT

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“DECLARATION OF ORIGINAL WORK”

I, Kamaruleliayana Binti Kamarudin, (I/C Number: 840713-03-5644)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature:

Date:

## **ABSTRACT**

This study examines what are the most factors that influence job satisfaction among employees at Pemodalan Nasional Berhad, Kuala Lumpur. As a big investment company in Malaysia, they must play vital role in managing the organization as well as managing the people itself which is align with the organization objective. Only when employees satisfy can make the organization be more committed and success. The problem identified in this situation is that absenteeism and turnover. The several objectives in this study are to identify the most factors that influence the job satisfaction. Second objective is to identify the level of job satisfaction among employees and lastly to identify the relationship between the independent and dependent variable. Research design of this study is descriptive study research. The questionnaires will be the closed-ended questions. The target population in this study is consisting of 50 employees. For this study, the sampling technique uses simple random sampling. Data analysis and interpretation use SPSS software. Reliability Statistics result is reliability of the measures used in this study can be considered to be good. The summary of demographic statistic shows that most of the respondents are males and executives. They are also between the age of 36-45 years old and already married. Most of them hold a degree with a level income range from RM3000 – RM4000. Summary Statistics for independent and dependant variables shows that most of the respondents' answers for the dependent variable, employee satisfaction is satisfied. For the independent variables, most of the respondents circle the 'neither dissatisfied nor satisfied for the management sections. For independent variables which are pay, co-worker and environment, the respondents are satisfied according to the mean which is 3.68, 4.04 and 3.78 respectively. The factors that most influence job satisfaction among employees at PNB are co-worker, followed by working environment and pay. Last factor is management. The level of satisfaction among employees at PNB is satisfied.

# **TABLE OF CONTENTS**

<b>TABLE OF CONTENTS</b>	<b>PAGE</b>
<b>RESEARCH TITLE</b>	
<b>DECLARATION OF ORIGINAL WORK</b>	
<b>LETTER OF SUBMISSION</b>	
<b>ACKNOWLEDGEMENT</b>	<b>i</b>
<b>TABLE OF CONTENT</b>	<b>ii</b>
<b>LIST OF TABLES</b>	<b>viii</b>
<b>LIST OF FIGURES</b>	<b>xi</b>
<b>ABSTRACT</b>	<b>xii</b>
<b>CHAPTERS</b>	
<b>CHAPTER 1 - INTRODUCTION</b>	
1.0 Introduction	1
1.1 Background of the study	1
1.2 Background of the company	3
1.3 Problem Statement	6